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## **EDI Frequently Asked Questions**

1. **What is the new Medicaid Management Information System (MMIS) go-live date with HP Enterprise Services?** The new go-live date for HP Enterprise Services to implement the new Medicaid Management System is November 1, 2010.
2. **When is the last day to send electronic claim files to ACS?** The last day to send electronic claims to ACS will be October 21, 2010. On or after 8 a.m. on October 22, 2010, submitters should begin sending electronic transactions to HP Enterprise Services. EDI transactions sent between October 22, 2010-October 31, 2010 will be staged for release into production until go-live on November 1, 2010.

***Please Note:** Web portal transactions will not become available until go-live on November 1, 2010 with HP Enterprise Services. Submitters may NOT begin sending transactions for production via the Web Portal until November 1, 2010 (after the conversion from ACS to HP has occurred).*

3. **Where can I find information regarding the new Georgia MMIS system?** To access information, please visit the following website:  
<http://providerinfo.mmis.georgia.gov/providerprereadiness/>
4. **What changes can I expect for EDI batch processing as a result of the transition from ACS to EDS?** There are changes related to file submission, EDI HIPAA transaction formatting, and EDI technical contacts for assistance. Currently, ACS processes files through SNIP Level 2; however, HP Enterprise Services will process at Snip Level 4. Snip levels determine the severity at which a file is edited for X12 ANSI compliance.

Another change is regarding the electronic reports that are sent back. Submitters sending 837 transactions will no longer receive the 997 Acknowledgment report. Instead submitters will receive the 824 detailed acknowledgment reports.



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Also, the current EDI phone number with ACS, 800-987-6715 will be deactivated prior to go-live and the new phone number with the HP EDI Services Unit, 770-325-9590 (locally) or 877-261-8785 (toll-free) will be used. This new HP EDI Services phone line will be activated prior to go-live on September 1, 2010 to assist with Provider Readiness EDI questions only. Submitters must still contact ACS for all other questions until close of business on October 29, 2010. To access the provider readiness website, visit <http://providerinfo.mmis.georgia.gov/providerprereadiness/> ).

**5. What transaction response reports does HP Enterprise Services use for EDI transactions and in what cases will I receive each type of transaction report?**

**TA1**-Interchange Acknowledgment Report- This report will be sent back to submitters if there is something wrong with the interchange information (i.e. ISA or IEA segments of the EDI file). The most common reason for the TA1 to be sent back would be if the sender (trading partner id) or receiver ids is missing/invalid or the file is an unrecognized (non-X12 format) file.

**824**-Application Reporting (shows detailed claim reporting information)-This report will be generated for all 837 (Fee for Service Claims and Encounter) files received that did not receive the TA1.

**997**-File Acceptance Report-This report will be generated for Batch 270 files, Batch 276 files, Inbound 834 files, Interactive 276 files that fail 276 compliance, and Interactive 270 files that fail 270 compliance. If the 276 passed compliance, then the 277 will be returned and, if the 270 passes compliance, then the 271 will be returned.



6. **Are there going to be new companion guides for HP Enterprise Services?** Yes, all companion guides are available on the Provider Readiness Portal at: <http://providerinfo.mmis.georgia.gov/providerprereadiness/>
7. **Do I have to submit new EDI Agreements/forms prior to the transition to HP?** No. All active submitters currently sending transactions to ACS' system will automatically be converted to HP Enterprise Services new MMIS prior to go-live. The last day to enroll with ACS is September 23, 2010. All new provider enrollments will need to be sent to HP on or after September 24, 2010. Note: HP Enterprise Services will begin processing these enrollments on November 1, 2010 after conversion has occurred.
8. **What methods are available for EDI claims transmission with HP?** The methods available for EDI transmission will be: PES, Web Portal (Direct Data Entry or Batch), RAS-Dialup, and SFTP (large batch files only). If using PES, submitters may use either a dialup connection or a high speed internet connection.
9. **Will the phone number to reach EDI Services change?** Yes. The current EDI phone number with ACS, 800-987-6715, will be deactivated on close of business October 29, 2010 and a new phone number for HP's EDI Services Unit, 770-325-9590 (locally) or 877-261-8785 (toll-free) will be used on November 1, 2010. HP's EDI hours of operation are 8AM-5PM (EST). The Tentative date that EDI Services will be available to take EDI Provider Readiness Calls is September 1, 2010.
10. **Will I receive a new Trading Partner Submitter ID?** No, all active submitters and trading partner submitter ID's will be converted from ACS' system to the new HP Enterprise Services system. Only newly enrolled submitters, who do not use an already enrolled trading partner (i.e. Billing Agent, Vendor, or Clearinghouse) to submit claims on their behalf, will receive a new Trading Partner Submitter ID once they have sent in a completed Trading Partner Agreement.



- 11. Is EDI testing required prior to go-live?** No, however; it is highly recommended. EDI testing is necessary if you plan to send large batch files via SFTP transmission. SFTP submitters should send test files using the Ramp Manager system and consult the SFTP User guide for instructions on setting up their SFTP accounts. SFTP submitters should contact HP's EDI services team for any questions, prior to go-live at [ediservices.gammis@hp.com](mailto:ediservices.gammis@hp.com).

All active submitters sending to ACS on or before September 23, 2010 will be automatically converted to the new HP system in an ACTIVE mode (meaning the submitters will automatically be able to start sending claims electronically as long as they have set up their system to do so using HP's new methods of transmission). You may contact the EDI team prior to go-live in order to obtain testing/file submission instructions for our new system. Testing can be conducted using our Ramp Manager System for compliance prior to go-live, since the new system will have additional EDI claims edits at SNIP Level 4 rather than the current SNIP Level 2. Therefore, claims that are being sent today and accepted could fail after go-live. It is important to test these claims prior to go-live. *We highly recommend all submitters test their files using Ramp Manager prior to go-live.*

- 12. Is EDI testing a requirement in order to enroll with HP Enterprise Services after go-live?** Yes, newly enrolled submitters will be required to test transactions prior to becoming active to send or receive EDI transactions.
- 13. How will electronic remittance advices (835) be issued, by NPI or Tax ID?** NPI and Tax ID will be sent on the 835 if a provider is required to have an NPI on file; if not the Medicaid Legacy Provider ID will be sent back on the 835. Providers must be enrolled to receive 835 (ERA) reports.
- 14. Will electronic remittances (835) be returned in one file for all providers or a separate file for each provider?** There will be separate files returned for each billing provider.



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15. **Will our Submitter number be returned in the remittance advice 835 file?** Yes, the Trading Partner ID (also referred to as the Submitter ID) will be returned in the ISA08 and GS03 of the 835 file.
16. **What filename will be used for the 835 files?** As documented in section 2.1 of the 835 companion guide, the filename will be in this format:  
BatchID\_TransactionType\_FileName\_ProviderNumber\_Sequence  
Number\_ProcessDate.out.dat
17. **Will HP Enterprise Services continue to send paper EOB's for providers that are receiving the electronic remittance advice?** Yes
18. **Are there a certain number of test files that need to be sent through Ramp Manager?** No, but we need the test file you send to pass compliance for each transaction that you will be transmitting. The status of each transaction should show PASS to show that you have successfully passed compliance before we can make you active.
19. **Does HP Enterprise Services accept Tertiary claims?** Yes
20. **Is there a registration process? What forms need to be completed?** If you are currently submitting claims data to the MMIS, your Trading Partner ID will be converted for use at HP for claims submission and no action or enrollment is needed. Only new providers not currently sending claims need to be enrolled for EDI and must complete the EDI Trading Partner Agreement
21. **Where can we find the HIPAA Companion Guides?** The companion guides and other information related to the HP Implementation can be found at:  
<http://providerinfo.mmis.georgia.gov/providerprereadiness/> .
22. **Will there be electronic batch billing through the Web Portal?** Providers can upload batch HIPAA transactions via the web portal. This type of uploading requires a separate request for Web Portal access by completing an EDI Enrollment application.

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23. **Will there be a new design to the Web Portal and new user ID's required?** Yes, all active providers will receive links and pins to the new web portal via mail prior to go-live.
24. **Will we be able to download the 835 RA from the Web Portal?** Yes.
25. **Will you provide rejection notices for claims submitted with errors?** Yes, all claims with compliancy errors will be reported via the 824 acknowledgment report.
26. **What is the file size limit for submitting transactions via SFTP?** The file size limit is 50MB.
27. **What is the file size limit for submitting transactions via WEB?** The file size limit is 20MB.
28. **When will I receive my testing logons/passwords?** As soon as we have received an email response with the information we need in order to proceed. You will then receive instructions on how to proceed with testing. All web portal pin letters will be mailed to providers on Sept. 1, 2010.
29. **How do I access Ramp Manager System to conduct Provider Readiness Testing?**  
To access Ramp Manager, please visit the following website:  
<https://sites.edifecs.com/index.jsp?gamedicaid>.
30. **How do I obtain information regarding HP Enterprise Services provider readiness information?** To access the provider readiness portal, please visit the following website: <http://providerinfo.mmis.georgia.gov/providerprereadiness/>

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**31. When is the last day that I can use the WINASAP Software to transmit claims?**

October 21, 2010. Providers will need to begin using PES (replaces WINASAP) on or after 8:00AM EST on October, 22, 2010; however, all claims will be staged for production until go-live on November 1, 2010 (after conversion). PES Version 1.0 will be posted and available on October 1, 2010 via the MMIS website:

[www.mmis.georgia.gov](http://www.mmis.georgia.gov) to allow providers enough time to download and test it prior to go-live on November 1, 2010.